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MARCH
2025

Safety MATTERS

Providing the Namibian aviation industry and users with vital information on the latest aviation safety statistics and reports for the continuous improvement of safety systems:

Share Knowledge = Improve Safety



www.ncaa.com.na



This monthly publication will keep industry, NCAA, license holders, and the general public updated in terms of what has occurred in safety monthly within the industry. All reports are de-identified and no attempt should be made to identify the reporter in this or any other avenue unless specific authorisation is given.

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Safety data trending is essential in aviation safety. Only with adequate data on proactive and reactive mechanisms, can we move towards prediction. By analysis of key events and processes through appropriate metrics we can grow and develop - moving closer to achieving our goal of maximum achievable safety levels and minimum undesirable events.

March 2025

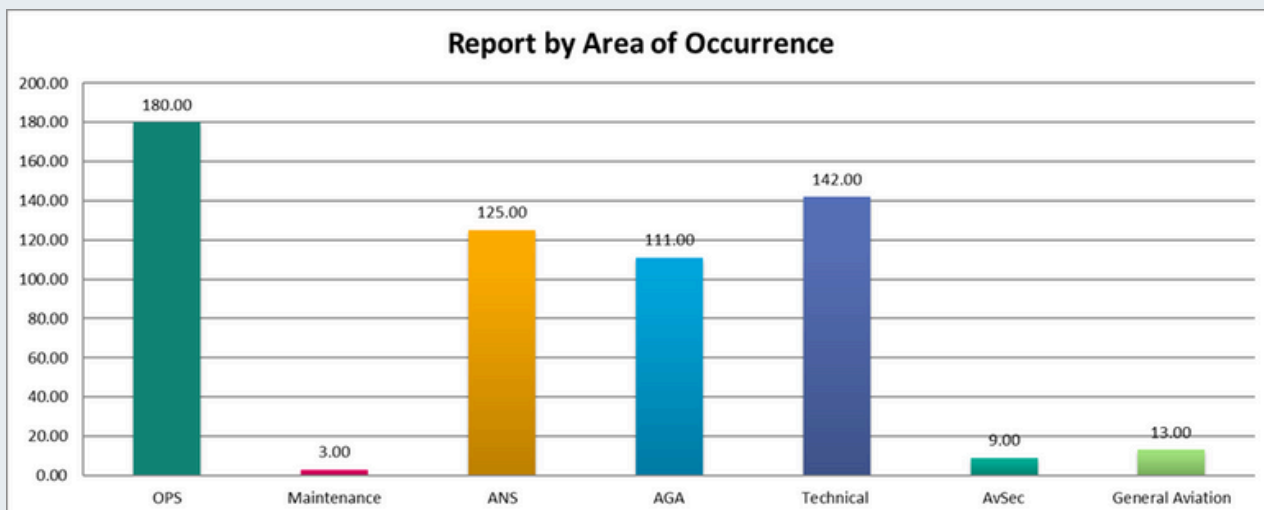
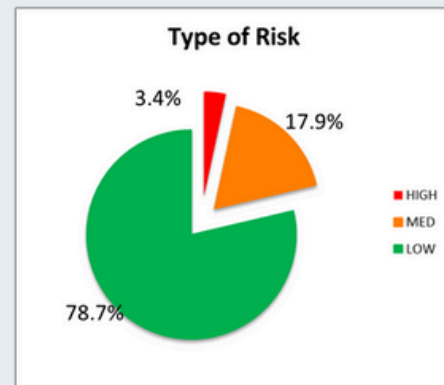
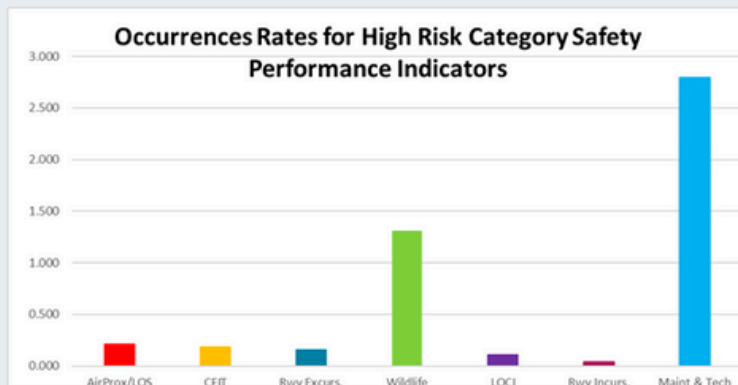
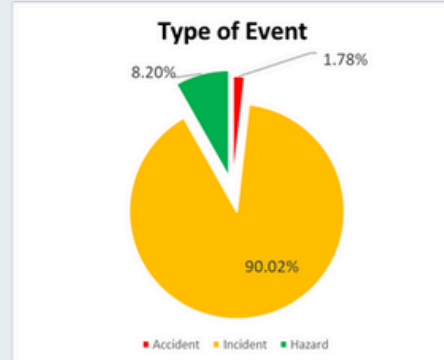
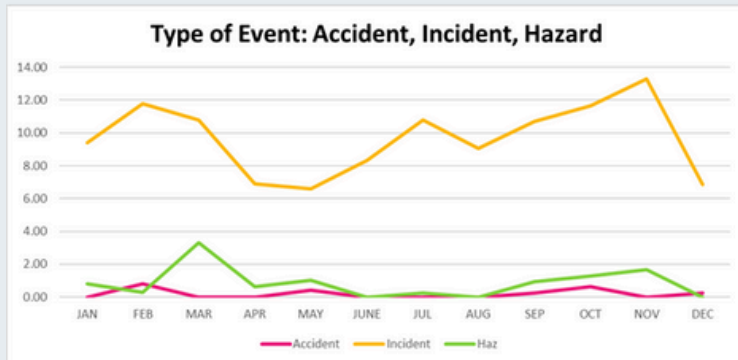
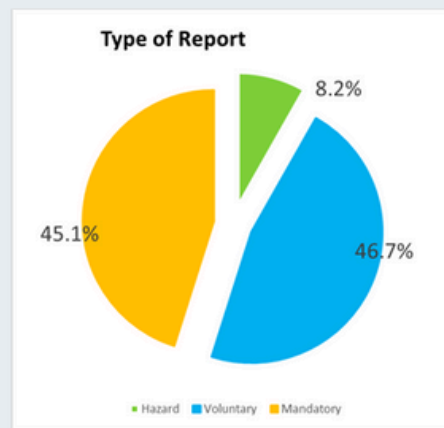
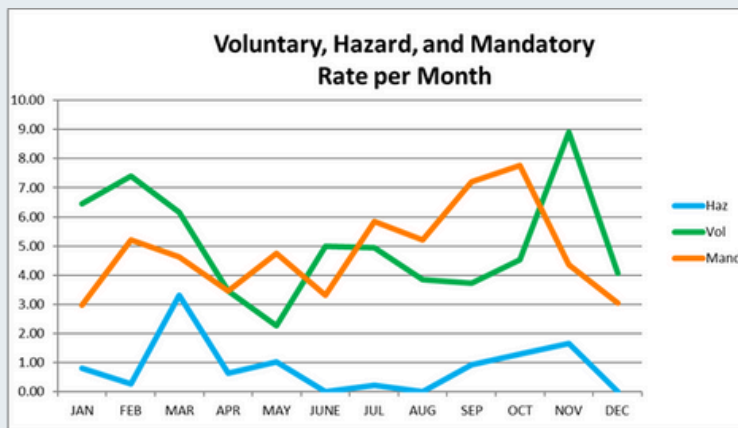
There were 64 occurrence reports in March, of significance were a totally of 14 hazard reports, among the 43 voluntary submissions. Of significance were three recommendations for safety improvements to airport infrastructure which are being addressed. There were 9 medium-risk events, and no high-risk events, the remaining 55 low-risk events, continuing a trend for larger numbers of low-risk precursor events assisting with proactive safety management. The rolling total stands at 78.4% low-risk, 18.6% medium-risk, and a 10% reduction to 3.0% high-risk. There were two accidents in March.



Detailed information is available in the occurrence section, and trends will be reviewed by the State Safety Programme Steering Committee (SSP Steercom) and the SSP Technical Working Group (TWG)

For more about classifications of risk see the definitions in Safety Bulletin 1-22. Graphs included in this document show 12 month rolling figures unless specified.

Safety Statistics



Safety Dashboard

Safety Performance Indicators 2025

Maintenance events were again high, however it is noted that this figure may increase with awareness campaigns and maturing SMS among our AMO community. There were no other HRC events except for bird strikes which were slightly above target.

Please note the figures are provided as a rolling total.

	AirProx/LOS	CFIT	Rwy Excurs.	Wildlife	LOCI	Rwy Incurs.	Maint & Tech
12 mth avg	0.211	0.181	0.153	1.312	0.107	0.041	2.797
JAN '25	0.000	0.255	0.000	1.533	0.000	0.000	1.277
FEB '25	0.000	0.276	0.276	1.104	0.828	0.276	1.380
MAR '25	0.000	0.000	0.000	1.505	0.000	0.000	5.767
APR '24	0.431	0.000	0.000	0.431	0.000	0.000	2.585
MAY '24	0.826	0.000	0.000	1.032	0.206	0.000	2.064
JUN '24	0.000	0.000	0.000	2.372	0.000	0.000	1.661
JUL '24	0.225	0.225	0.225	1.799	0.000	0.000	2.699
AUG '24	0.000	0.000	0.226	1.131	0.000	0.000	3.394
SEP '24	0.000	0.697	0.464	0.464	0.000	0.000	4.180
OCT '24	0.216	0.216	0.431	0.431	0.000	0.216	4.098
NOV '24	0.830	0.000	0.207	3.941	0.000	0.000	1.659
DEC '24	0.000	0.509	0.000	0.000	0.254	0.000	2.799
Target 2025	0.248	0.123	0.111	1.454	0.099	0.112	1.958
Avg 2024	0.269	0.116	0.148	1.151	0.038	0.018	2.823
SD 2024	0.295	0.201	0.167	1.043	0.086	0.060	1.318
Alert 3	0.564	0.317	0.314	2.195	0.125	0.078	4.141
Alert 2	0.860	0.518	0.481	3.238	0.211	0.137	5.459
Alert 1	1.155	0.720	0.647	4.282	0.298	0.197	6.777

SPIs




IF IN DOUBT - REPORT!

Help us help you by reporting occurrence and hazards

The backbone of an effective SSP/SMS is a reporting culture and a just culture - instill this in your organisation!

incidents@ncaa.na



Safety Thought for the Month

"Safety in the air always starts on the ground." Anon

Stay Safe!

Reporting

As Namibia proudly marked 35 years of independence on 21 March 2025, our nation celebrated not just another year of freedom, but the making of history. On this day, we witnessed the swearing-in of Her Excellency Dr. Netumbo Nandi-Ndaitwah as Namibia's first female President. This moment is more than symbolic; it represents courage, progress, and the boundless possibilities of Namibian leadership. We look forward with hope and excitement to working with her administration in charting new skies for our beloved country.

In line with this national renewal, we extend a warm welcome to the newly appointed Minister and Executive Director of the Ministry of Works and Transport, our shareholder ministry. Their leadership arrives at a crucial time, as we continue steering Namibia's aviation sector toward safer, more modern, and internationally competitive horizons.

At the recent Aviation Week Africa Awards in Zambia, the Namibia Civil Aviation Authority (NCAA) was named Africa's Best Civil Aviation Authority. This award wasn't just handed to us, it was earned by the votes and voices of industry peers across the continent. This accolade belongs to every inspector, air traffic controller, technician, officer, administrator, pilot, and partner who carries the NCAA badge with pride. It is your dedication, your professionalism, and your belief in safer and secure skies for Namibia that made this happen. Congratulations to each and every one of you.

Our commitment to aviation safety remains unshaken. This year, we submitted our first review responses for our Corrective Action Plans (CAPs) to the International Civil Aviation Organisation (ICAO) under the Universal Safety Oversight Audit Programme (USOAP). I'm proud to report that our Effective Implementation (EI) score has now improved to 73.6%, a clear sign that Namibia is moving in the right direction.

March was an incredibly productive month for the NCAA. We delivered three cornerstone training sessions, Human Factors, Safety Management Systems (SMS), and Quality Management Systems (QMS, involving nearly 70 dedicated professionals. These sessions go beyond theory; they are investments in a culture of safety, critical thinking, and operational excellence.

I am equally pleased with the growing trend among Part 91 and Part 145 organisations in adopting and improving their Safety Management Systems. Your openness to safety reporting and operational compliance continues to strengthen our collective safety net. Keep it up, together, we're building a safer aviation environment for all.

We've also published the 2025 schedule for the Civil Aviation Regulatory Technical Amendment Programme (CARTAP). This ongoing process ensures that Namibia's aviation regulations evolve with changing industry demands and global standards.

If you or your organisation wish to be part of these sessions and have not been contacted, please get in touch with your Principal Inspector or the relevant oversight department.

Here's a quick look at what's coming:

Date	Regulation Part	Focus
07 & 21 March 2025	Part 62	Continued amendments to Recreational Pilot License Regulations
04 April 2025	Part 140	Updating gaps in Safety Management NAMCATS
02 & 16 May 2025	Part 91	General Aviation & Operating Flight Rules- 2024 updates
06, 20 & 30 June 2025	Part 121	Air Transport Operations (19+ passengers/cargo) - 2024 updates
04, 18 & 31 July 2025	Part 127	Commercial Helicopter Operations – 2024 updates
TBA	Parts 93 & 94	Additional amendments – stay tuned!

We are building something remarkable together. Our skies are safer and secure, our team is stronger, and our future brighter than ever. Let's hold on to this momentum, support one another, and continue pushing boundaries for Namibia's aviation sector.

Your passion, your hard work, and your loyalty matter. Thank you for being part of this journey.

*Yours in safety, Ms Toska Sem,
Executive Director*



IF IN DOUBT THERE, IS NO DOUBT!



A lesson which can be learned from experience, is if in doubt, don't. Have you ever had those days that you thought, is this really okay? Are the conditions okay? Am I fit to fly? Is the separation good enough? The motto here is if you are not sure, don't!

Being 100% certain means you can defend your choices and answer comfortably to passengers as to the accountability they place in you. A stark reminder is a quote from a victim's family on aeronautical decision making "being uncertain is like playing chicken with passenger's lives." And while we need to balance production and protection, this doesn't necessarily mean not proceeding as planned, it just means you need to work through a careful process of elimination, weighing up all the factors until you are certain about your decision.



This is most difficult for single pilot operations, where you don't have the support of other crew and dispatch,, so it is a useful motto to have in your toolkit, and when passengers are told, we can go, but not safely, they will also generally prefer to stay on the ground!

Remember for incident and hazard reporting email to both incidents@ncaa.na and daaii@mwt.gov.na, or for either voluntary or anonymous reports, follow the [Confidential Reporting Link](#).

SAFETY OCCURRENCES

MARCH 2025



TECHNICAL FAULTS (MANDATORY, **LOW RISK**, AIR/OPS)

There were 7 maintenance events this month. None of the events had any significant safety findings reported thus far.

No.	Fault	Type
1	Radio communications failure	Piston
1	Pressurisation fault	Jet
1	Alternator failure	Piston
1	Door fault	Piston
1	Brake failure	Piston
1	Engine fault	Jet
1	Burst tyre	Piston

AMO personnel are again reminded of the critical importance of the elements in NAMCATS Part 140 Appendix A, as identification of trends that an individual AMO may not pick up and provides closure to the trends. AMOs, ATOs, AOCs, always submit the closure report from the AMO when there is a technical event, either via the PRAM or directly from the AMO.

SAFETY OCCURRENCES

MARCH 2025



WILDLIFE STRIKES (VOLUNTARY, MEDIUM RISK, AGA)

There were four reported bird strikes and one wildlife event.

Wildlife	Events and near misses		
No.	AD	Phase	Details
1	FYWH	Landing	Bird unknown
1	FYWH	Takeoff	Bird unknown
1	FYWE	Takeoff	Bird unknown
1	FYOA	Landing	Bird unknown
1	FYKM	Ground	Jackal

The below table shows rates per 1000 movements.

YEAR	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2025	1.533	1.104	1.505										9
2024	2.042	3.941	0.000	1.615	1.106	0.599	1.799	1.131	0.464	0.431	3.941	0.000	67
2023	1.346	0.823	1.398	0.696	0.623	0.966	0.471	0.438	0.525	1.192	1.116	0.500	42
2022	0.846	0.739	1.126	1.272	1.308	2.350	1.877	0.219	0.250	0.679	0.684	1.925	50
2021	2.864	7.380	8.123	2.052	3.745	4.223	0.000	2.778	0.000	1.855	0.835	0.000	74

SAFETY OCCURRENCES

MARCH 2025



ATS / MET RELATED EVENTS (MANDATORY, **LOW RISK**, ANSSO)

The following unusually high Air Traffic Services and Meteorological events occurred.

No.	Fault	Area
3	Weather display unserviceable	FYWH, ACC
1	Copperchase failure	ACC
3	Communications failure (all channels)	FYOA
1	Datalink failure	ACC
3	Telephone line failure	FYWB
2	Relay unserviceable	MLBK
2	IBS/ACAD Offline	AIM
1	Frequency blocked	FYWH

Of the more serious events, FYOA radio failures were addressed immediately by NCAA CNS Team, and the problem appears to have been resolved, however a reminder that technology can fail at any time and our procedures must allow for contingencies.

SAFETY OCCURRENCES

MARCH 2025



AERODROME RELATED EVENTS (MANDATORY, **LOW RISK**, AGA)

The following aerodrome related events occurred:

No.	Fault	Area
1	Poor condition of airport	FYON
1	FOD found on runway	FYWH
1	Pothole on apron	FYOA
1	Leaking offices in terminal building	FYWE
1	Insufficient facilities for disabled passengers	FYLZ
1	Faulty airport vehicle equipment	FYWE



SAFETY OCCURRENCES

MARCH 2025



GO AROUNDS AND DIVERSION EVENTS (VOLUNTARY, **LOW RISK**, OPS/ANSSO)

The following table shows go-around and diversion events.

No.	Details	Intended
2	Go around due to weather	FYWH, FYO A
2	Go around due to windshear	FYWH
8	Diversion due to weather	FYWE, FYWH, FYSM
2	Diversion due to technical	FYWE

With continued bad weather, pilots are reminded again to take extra care, never push the limits! And ATS to advise of any reported conditions as far as possible. With the rain comes windshear, turbulence, low cloud, poor visibility, and aquaplaning. Just remember, thunderstorms (CBs) have rendered even wide-bodied aircraft merciless.

SAFETY OCCURRENCES

MARCH 2025

RUNWAY INCURSION (MANDATORY, **MEDIUM RISK**, ANSSO/OPS)

An aircraft was told to hold in the loop whereupon another aircraft was given clearance for a touch and go. The landing aircraft observed the aircraft holding short had crossed the holding point line and was on the active runway and thus executed a go around.

This was the second recent event of an aircraft not crossing the hold short lines where a takeoff clearance was issued. Pilots are reminded of the importance of clearing the active runway and awareness of the difference from runway/taxiway hold short lines. While it was not possible in this case, ATS are reminded of the importance of ensuring an aircraft does clear the runway when visuals are available.



SAFETY OCCURRENCES

MARCH 2025

RADIO BREAKING THROUGH (MANDATORY, **LOW RISK**, ANSSO)

Music was reported breaking through on 121.5.

ANS is investigating, they have had success in the past with similar events.

ILLEGAL COMMERCIAL DRONE OPERATIONS (MANDATORY, **LOW RISK**, OPS)

A commercial operator was reported having illegal footage of Swakopmund town and surrounding area on their social media accounts and further were observed flying in a CAUA (Civil Activity User Airspace) restricted area.

Readers are urged to inform drone operators of legal requirements and report any non-compliances.

OPS is investigating, stern enforcement action is being considered due to overwhelming evidence. In cases which are more difficult to trace, research is underway for procurement of scanning technology, in conjunction with NAMPOL and MEFT.

FDP EXCEEDANCE (MANDATORY, **LOW RISK**, OPS)

There were two self-reported events of FDP exceedance, both due to diversions and schedule changes from weather events.

The pilots are commended for self reporting.

SAFETY OCCURRENCES

MARCH 2025

INADEQUATE TRAFFIC INFORMATION (HAZARD, **MEDIUM RISK**, ANSSO)

A pilot reported that FIS was providing inadequate traffic information on FIS South.

The ATS is investigating, however a reminder we are all each others safety nets, FIS shall provided traffic information where available, and listening out to other traffic is an essential tool for pilots.



UNRULY PASSENGER (VOLUNTARY, **LOW RISK**, AVSEC)

Another event of an unruly passenger at check-in occurred. In this case the passenger was rather frustrated as he had been permitted to board with a ticket not reflecting his passport name and when he attempted to return he was refused boarding.

Check-in staff are to be reminded how critical proper checks of identification are.

SAFETY HAZARDS

MARCH 2025

DEPORTEES ACCOMODATION (VOLUNTARY, MEDIUM RISK, AVSEC)

A report was received notifying that the airside accommodation at FYWB provided for deportees did not have adequate security to prevent the guest from accessing the airside.

AvSec is investigating.

AVAILABILITY OF COMPASS SWING FACILITIES (VOLUNTARY, LOW RISK, AGA)

An engineer reported that the facility for compass swings on runway 09 is not adequate for the turning circle of the E145 and poses a risk of the aircraft departing the prepared surface and potentially causing damage to the engine, airframe, or landing gear.

AGA is investigating.

WEBSITE (VOLUNTARY, LOW RISK, ICT)

The issue of website downtime for links such as NOTAMs and IBS and the difficulty of accessing information was raised in a hazard report.

ICT will provide a response at the next SSP SteerCom.

AIRPORT DATA (VOLUNTARY, LOW RISK, AGA)

A number of irregularities were raised about the location indicators in the AIP.

AGA is investigating.

SAFETY FEEDBACK

MARCH 2025

RUNWAY EXCURSION (MANDATORY, MEDIUM RISK, OPS)

Emphasis was reasserted on ATS providing actual conditions as a tower observation when available and when there is any significant deviation from the METAR, however it was noted that in this case the tower observation was not available because it was night.

GROUND COLLISION (MANDATORY, LOW RISK, AGA)

The GATS apron was identified as requiring additional marshalling crew and apron markings in a post incident report.



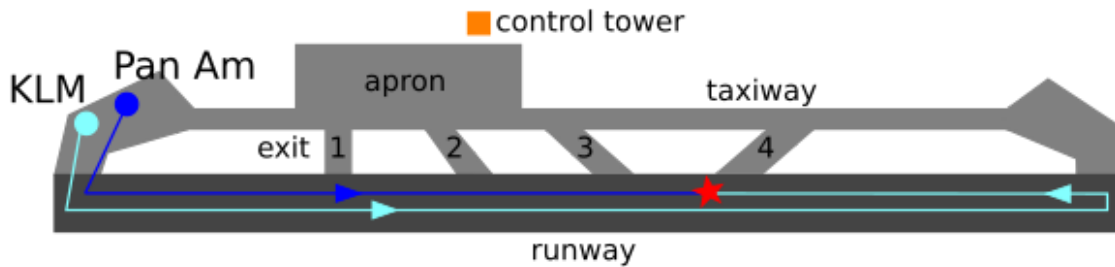
DELAYS WITH SEQUENCING AT FYWH (VOLUNTARY, MEDIUM RISK, ANSSO)

There were a number of events investigated related to the sequencing of traffic on runway 08/26. The restriction of no parallel taxiway operations for medium and large aircraft and availability of an ILS only on 26 causes a significant latent hazard. Crews and ATC are to exercise vigilance and patience.

INTERNATIONAL OCCURRENCES

MARCH 2025

A SOMBRE REMINDER



The 27th of March marks the 48th anniversary of the Tenerife air disaster that remains the worst ever aviation accident to date. There can never be enough reminders of the significant hazards uncovered in this event.

Hazardous attitudes: The KLM Captain was in a rush to depart because of duty times and deteriorating weather. This self-exerted level of pressure to depart caused him to make the fatal decision to takeoff while the clearance was still questionable. Further, his infallible attitude meant he disregarded questions from the other crew members.

Radio phraseology/terminology - Following the event, whereupon one of the radio transmissions was clipped and the word takeoff was mistakenly interpreted as a clearance by the Captain, the word takeoff was prohibited for any communications aside the phrase "cleared for takeoff". At all other times, departure is used.

Airport Signage - The airport lacked adequate exit signage causing the PanAm crew to miss the third exit, however it was also a high speed exit for the opposite direction a turn which would be difficult for the B747.

Cockpit gradient - Human factors training in subsequent years empowers crews to avoid cockpit gradients, whereupon in this situation the KLM Captain was a very senior pilot and the First Officer and Flight Engineer were hesitant to question his decisions.

A great tool for subordinates in situations like this is the **PACE** checklist:

Probe: Ask why the behaviour is being exhibited.

Alert: Notify the person as to what can happen if the action continues.

Challenge: Advise that if the action continues what the next step will be (i.e. emergency action).

Emergency Actions: Take control of the situation.

Lest we forget!

FROM OUR INTERNS

MATIAS AMUPOLO - PEL INTERN 2025

As a student at UNAM pursuing a Bachelor of Science in Aeronautics, my internship at the Namibia Civil Aviation Authority (NCAA) has been an eye-opening complement to my academic studies. Before joining, I had only ever seen airplanes flying high above my village of Omundudu. Today, as an intern in the Personnel Licensing Department (PEL), I've gained a deep appreciation for the complex systems that keep aviation safe. The NCAA's role goes far beyond what passengers see—it's about ensuring that every professional in the sky is qualified, every aircraft is airworthy, and every procedure meets international safety standards.

Working in PEL has shown me how meticulous the licensing process is. Whether it's verifying a pilot's training hours, reviewing medical certifications, or ensuring compliance with the Namibia Civil Aviation Act, every step is crucial. I've been amazed by how closely Namibia aligns with ICAO regulations, proving that safety knows no borders.

Recently, I learned even more about safety through specialized training, including a course on Human Factors by AeroClass that explored how people interact with aviation systems, and another insightful program on SMS conducted by IATA. These trainings reinforced the NCAA's proactive approach to risk management and continuous improvement.

What impresses me most is the teamwork. Safety isn't just one department's responsibility—it's a collective effort between licensing, airworthiness, flight operations, and more. Coming from a small village and now studying aeronautics, I'm proud to bridge my academic knowledge with real-world experience, knowing that my work, however small, helps maintain Namibia's excellent aviation safety record.



Matias is one of eight interns working at NCAA on secondment from UNAM for a period of 3 months. NCAA is very grateful for all the intern's hard work.

Ask Your Medical Assessor!

THE ROLE OF HEALTH AND WELLNESS IN AVIATION SAFETY

We are all hoping to get to retirement and beyond without becoming medically unfit however, how often do we actively work on it?

“Use it or lose it!” That old saying not only relates to certain flying skills but also to the human body. Muscles that aren’t used tend to waste and weaken. To keep muscles and the cardiovascular system working at their optimum levels, they must be stimulated and utilised. Being more physically fit will generally make you look and feel better.

What is health? The absence of an acute or chronic illness does not necessarily mean one is healthy. The World Health Organization defines health as a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity. Wellness on the other hand, is the active process through which people become aware of, and make choices toward, a more successful existence, it generally includes physical health and mental well-being as well as other dimensions like spirituality.

Sub-optimal wellness and fitness in aviators can potentially create safety hazards; increasing the risk of making errors due to fatigue, reduced cognitive function or physical limitations and poor decision making. For this reason, aviators are expected to have optimal health to reduce the risk of subtle or sudden incapacitation as this will reduce the risk to aviation safety. The medical fitness requirement for each class is stipulated in NAMCATS-67.00.3.



SAFETY ARTICLE

THE ROLE OF HEALTH AND WELLNESS IN AVIATION SAFETY

Maintaining optimal wellness is crucial for aviators to for their own personal wellbeing but also to ensure the safety of passengers, crew, and the aircraft. It involves several key areas:

1. Physical Fitness: Regular exercise, including cardio (running, cycling, swimming, a 30-minute walk), stretching, yoga, and strength training, helps improve heart health and blood circulation, endurance, flexibility, muscle strength, mental focus, lowers blood pressure and reduces stress levels.

2. Emotional Wellbeing: Taking some time off, engaging in activities like talking to a supportive person, meditation, yoga and relaxing hobbies are essential for emotional health. Self-assessment of fatigue levels is important to avoid mistakes due to mental exhaustion.

3. Substance Use: There is no place for alcohol abuse and illicit drugs in aviation. Some over the counter and even medications prescribed by a medical doctor may not be compatible with flying. Always consult your designated Aviation Medical Examiner before taking any medication. All medical certificate applicants are required to undergo drug testing during their aviation medical examinations. Furthermore, NAMCAR 67.00.19 requires a medical certificate holder reasonably suspected of abusing substances to undergo a substance abuse test.

4. Healthy Diet: A balanced diet rich in fresh fruits, vegetables, whole grains, lean meat, fish, eggs and less fat/oil and sugar supports overall health and improve performance, decrease fatigue and improve brain health. Drinking plenty of water and including supplements like Magnesium, Zinc, and Vitamin C helps to reduce fatigue and strengthen the immune system.

Maintaining optimal wellness reduces the risks associated with fatigue and physical limitations; it improves cognitive abilities, problem-solving skills, and quick decision-making and in overall makes you look and feel better! A holistic approach to wellness ensures aviators can perform their demanding roles safely and efficiently while living fulfilling lives. It's never too late to start living right! Make a conscious decision to live an active life today.

Dr Johanna Hashipala



SAFETY AND QUALITY WORKSHOPS

Take note of the following upcoming FREE safety and quality workshops to be held in NCAA headquarters and online, including lunch and refreshments. Venue: NCAA HQ and online, Time: 0900-1600

Schedules:

- Safety Performance Indicators
– 24th April
- SOP development and implementation workshop
– 22nd May
- Safety Management System
– 26th June
- Human Factors
– 24th July
- Quality Management Systems
– 28th August
- SOP development and implementation workshop
– 25th September

Book Now

083 235 2468

spq@ncaa.na

4 Rudolf Herzog Street



SAFETY STARTS WITH YOU!



Watch this space for upcoming events!

All events are free of charge, as part of NCAA's mandate for improved safety. RSVP spq@ncaa.na with names and emails to register.

Note: The SOP workshop is currently full but there is another one in September. The next available course is SMS.

SMS WORKSHOP

This interactive workshop will include tips and tricks to enhance your SMS, discussion on problem areas, and reminders on how to implement the key pillars of SMS.

26th June

- Content includes:
 - SMS Overview
 - Reporting
 - Safety culture
 - HIRM
 - Occurrence management
 - Case study
 - Safety promotion
- Venue: NCAA HQ and online
- Time: 0900 to 1600

THIS IS A FREE EVENT!

Book Now

083 235 2468

spq@ncaa.na

4 Rudolf Herzog Street



SAFETY STARTS WITH YOU!





The poster features the NCAA logo at the top left, which includes a stylized sun and the acronym 'NCAA'. Below the logo, the text 'STAKEHOLDER SATISFACTION SURVEY' is prominently displayed in large, bold, blue capital letters. To the right of the title, there is a collage of nine hexagonal images showing various aviation-related activities: a pilot in a cockpit, a ground crew member, a person in a 'SECURITY' vest, a person in a 'CIVIL AVIATION SAFETY' vest, a person in a pilot's uniform, and others. Below the title, a text box contains the following message: 'Dear Valued License and Certificate Holders, Stakeholders, Users, and Customers. We kindly request your assistance in enhancing our services by completing a brief survey. Your feedback is invaluable to us. Please SCAN the QR code to participate.' At the bottom left, there is a photograph of the NCAA building, a modern, multi-story structure with a glass facade. To the right of the building is a large QR code that links to the survey.

STAKEHOLDER SATISFACTION SURVEY

Dear Valued License and Certificate Holders, Stakeholders, Users, and Customers.
We kindly request your assistance in enhancing our services by completing a brief survey. Your feedback is invaluable to us.

Please SCAN the QR code to participate.

Don't forget to complete our online stakeholder satisfaction survey

Available here:

<https://forms.office.com/r/Nc1y4PkvGH>

[Or scan the QR Code above](#)

HIRM

NCAA again, invites YOU to keep a look out and report any hazardous observation, attitudes, or pre-cursor event. The more awareness of hazards the better our system moves from reactive to predictive. Together we can make the skies safer! And don't forget you can report online or via email.

Updates

Two directives are still in progress, (aviation events and air ambulance flights). A third directive for nominated post holders is under review due to the change in the referenced regulations, it will be broadened to cover other areas requiring post holders and allow for guidelines for acting capacity. Any questions about these directives should be directed to OPS@ncaa.na or spq@ncaa.na.

Ms. Hellen Vaendwanawa makes a welcome addition to the SPQ team in the capacity of Quality Specialist, a full profile of her role and the extensive experience she brings will be coming in the April. edition.

Invitation to Contribute

Service providers and users are invited to contribute topics, ideas, articles, or questions to NCAA SPQ department for consideration in our safety publications or safety workshops. Remember the safety system only works with participation and information sharing is key to continuous improvement and achieving our global aviation safety goals.

Further information requests, submissions, or queries can be sent to:

email: spq@ncaa.na
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